

Meeting: Well-Being Partnership Board

Date: 8 December 2008

Report Title: Experience Counts: Review and Update

Report of: Mun Thong Phung Director, Adult, Culture and Community Services

Purpose

To provide a progress update on the review and update of Experience Counts, Haringey's strategy for improving the quality of life for older people 2005-2010.

To seek continued support and involvement from the WBPB for the process.

To seek approval from the WBPB on a proposed way forward for monitoring progress of the revised strategy, using the Well-being Strategic Framework.

Summary

Launched in 2005, the strategy covers the period 2005-2010. Its aim is to improve the quality of life for older people in Haringey by tackling discrimination and promoting positive attitudes towards ageing.

The action plan was scheduled to run from 2005-2008, and therefore the original key initiatives are currently being reviewed and updated. As before, older people are at the key drivers of the process.

Legal/Financial Implications

In order for key initiatives to be included in the reviewed and updated action plan, which will run to 2011, they must have an identified resource.

Recommendations

- i. That the Well-being Chairs Executive (WBCE) and the Well-being Partnership Board (WBPB) continue to support the process of reviewing and updating.
- ii. That organisations represented by the WBCE and the WBPB support the process by:
 - agreeing that Well-being Partnership Outcome-Focused Sub Groups are the most appropriate vehicles for managing relevant targets in the revised action plan.
 - identifying resources for ongoing and new actions in the revised strategy.

- ensuring that appropriate SMART targets are set for every action:
 - **Specific** (well-defined, no misunderstanding)
 - **Measurable** (quantity, quality, time, cost)
 - **Achievable** (challenging but realistic about abilities)
 - **Resourced** (what you need to get there, eg money, time staff)
 - **Time bound** (when to complete by)
- ensuring that appropriate leads are identified to continue ongoing work and to take on new targets in the revised plan.

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Background

The current strategy consists of 10 goals, 34 priorities and 176 targets, with over 70 contributors.

Older people were the key drivers for the strategy, and agreed ten objectives, or 'goals':

- **Being respected:** ensuring that older people are respected and valued
- **Keeping informed:** ensuring that older people have accurate information on which to base their decisions
- **Staying healthy:** promoting healthy living
- **Being active:** creating opportunities for being active, including getting involved, volunteering, socialising and life long learning
- **Choosing work:** creating opportunities for employment
- **Feeling safer:** creating safer communities
- **Having a safe, comfortable and well-maintained home:** ensuring that older people have a safe, comfortable and well-maintained home (and garden) which meets their needs.
- **Living with support:** enabling older people to live independently with support for as long as possible in their own homes
- **Getting out and about:** ensuring that older people are able to get out and about, including being able to use public transport
- **Making the most of your income:** enabling older people to maximise their income

Experience Counts Reference Group: 10 September 2008

The programme for this partnership consultation event was planned by a small project group which included representatives from council, health, voluntary sector and the Older People's Partnership Board.

Thirty-two members of the Older People's Reference Group attended, took part in discussions and fed back on the progress of Experience Counts to

date; their views were also sought on the direction of the strategy in its next stage.

The event included staff from partnership organisations who, with older people from the Haringey Forum for Older People, facilitated tables representing the 10 goals of Experience Counts.

As well as the Forum and Older People's Partnership Board, voluntary sector organisations represented included Age Concern, Young at Heart, Haringey Mobility Forum, Haringey Alzheimer's Society, Greek Cypriot Elders, Haringey Wheelchair Users Group, United Reformed Church Disabled Group, Islamic Culture Centre and the Campbell Court Tenants Association.

Councillor Catherine Harris, Haringey's first Dignity in Care Champion, opened the day and joined in the table discussions.

There is a need to ensure involvement of all partners, in particular in goals 4 and 5, as well as a number of nominated health leads as a result of their ongoing reorganisation process.

Feedback on the event from participants has been very positive.

Action Plan 2008-2011

Focus groups are in progress and are due to be completed by mid-December. Ten focus group meetings have been scheduled – one for each goal of the strategy - to look at the outcomes of the 10 September event incorporating feedback received on the day and afterwards as part of the consultation process. Additionally, feedback from the Haringey Forum for Older People's event in July has been taken into account.

Each focus group consists of older people who helped facilitate at the 10 September event and leads from partnership organisations. To date, there have been a number of positive discussions although there remain some concerns as outlined in point 2.6 (above).

Work is now under way to identify a final list of actions under the seven outcomes, as well as leads for each of them, resources and SMART targets.

The intention is to align the revised action plan much more closely with the Well-being Strategic Framework (WBSF), linking revised priorities and actions to the WBSF's seven outcomes and incorporating relevant National Indicators. This will enable the ongoing work on Experience Counts to be monitored through the Well-being Partnership process. Well-being Partnership Board outcome-focused sub-groups will be asked to take responsibility for monitoring actions relevant to their group.

Equalities Impact Assessment

This is in progress and was presented to Haringey Council's Adult, Culture and Community Services Equalities Board who provided feedback on the work to date and ideas for progressing it to the next stage.

Next steps

Progress will continue to be reported to the Older People's Partnership Board and to the WBCE.

It has been agreed to reschedule the finished update so that it goes to Well-being Chairs Executive on 21 January 2009 and Well-being Partnership Board on 2 March 2009 to enable this fuller review and revision to take place with community and staff in partner organisations.